

Translation and Cultural Adaptation of CAHPS® Surveys

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CAHPS Cultural Comparability Team



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Outline



- Experiences of Medicaid sponsors with CAHPS surveys
- DRAFT process for translation and cultural adaptation of CAHPS surveys
- Guidelines for selection of translators and translation reviewers
- Discussion

CAHPS® Market Research Interviews



- **Objective:** To understand and meet CAHPS users' needs
- **Respondents:** CAHPS users and potential sponsors
- **Interview topics:**
 - Experience with CAHPS
 - Opinions on potential changes to surveys and reports
 - Translations and non-English speaking populations (only for Medicaid users)
- **Interviews conducted with Medicaid State Agencies**
 - States cover all regions of the country
 - Varying levels of experience with CAHPS

Medicaid Users Found CAHPS® Useful For

- Having a credible, recognized survey
- Informing Medicaid policy
- Tracking trends and threshold levels of access to care and satisfaction
- Comparing consumer experiences for enrollees in FFS and enrollees in managed care plans

Medicaid Users' Experiences with Translations



- Most commonly used translation and only “official” one is Spanish
- Users have translated the survey into Vietnamese, Korean, Hmong, Cambodian, Chinese, Somali, Russian, and Arabic, among others
- Found lower response rates for foreign language respondents
- Translated surveys are commonly administered by phone
- Foreign language respondents have lower literacy levels, so readability is of greater concern

Medicaid Users' Suggestions for Improvements to Translations



- Increase the number and quality of translations of CAHPS surveys
- Modify survey administration protocol to increase response rates
- Examine disparities between foreign language respondents and English-language groups
- Examine the validity of CAHPS constructs and items for particular cultural groups
- Reexamine survey topics and items to ensure they reflect priorities of all consumers including non-English speakers
- Ensure reading level of translation is appropriate to target audience

Challenges in Translating CAHPS® Surveys

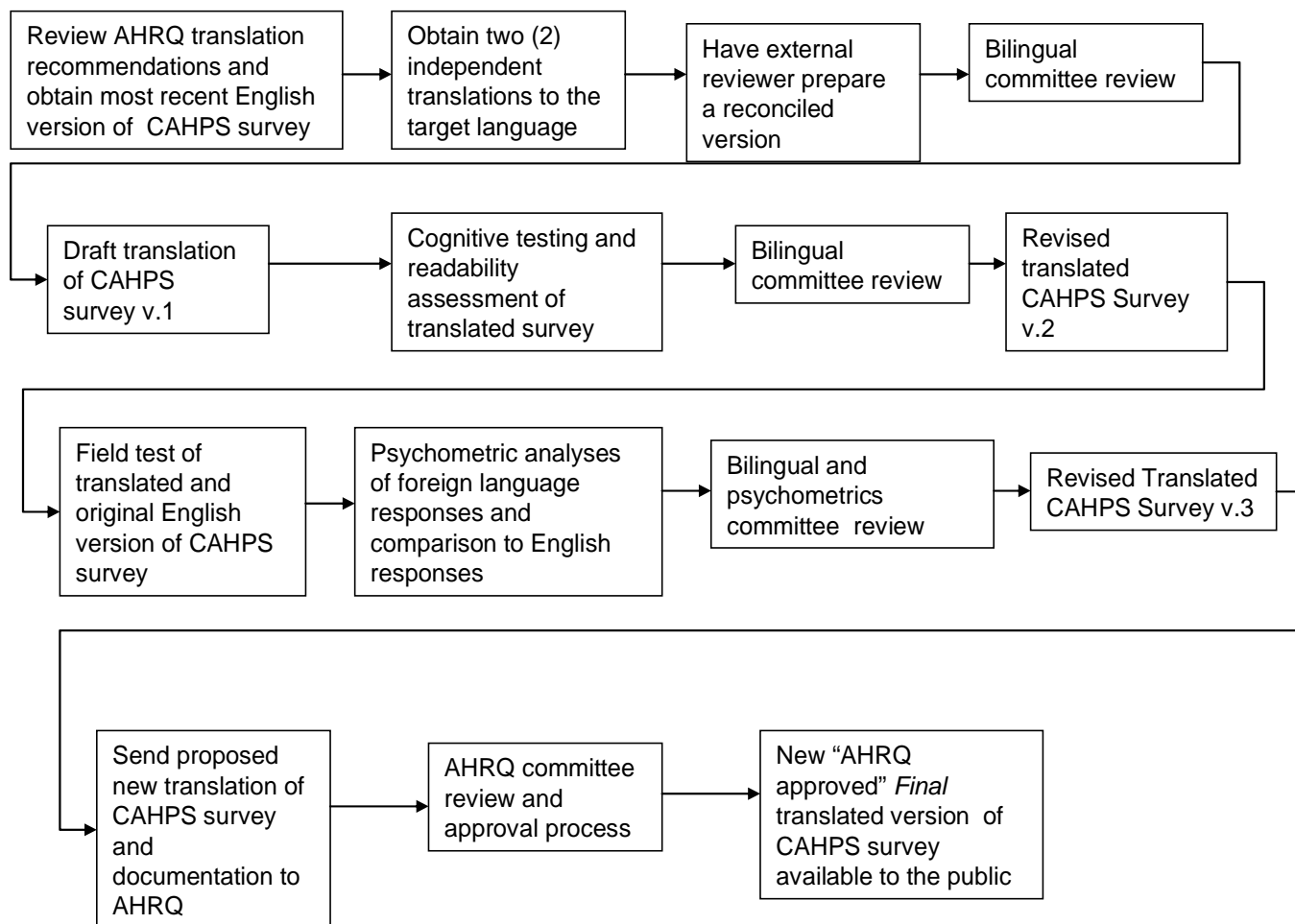


- Number of people speaking languages other than English at home is increasing and number of different languages is increasing as well
- Considerable heterogeneity within target linguistic groups (e.g., regional language variations, SES, education)
- Restricted availability of experienced translators for some target languages
- Wide spectrum of translator and translation reviewer profiles
- Unavailability of firms, translators or translation reviewers with required characteristics
- High costs

DRAFT

Process for the Translation and Cultural Adaptation of CAHPS® Surveys

Overall Survey Translation and Cultural Adaptation Process



Translation Overview



- Conduct 2 “blind” independent translations
- Use guidelines for selecting translators
- Debrief translators on socio-demographic characteristics of target population, where and how survey will be administered

External Review of Translations



- Identify bilingual reviewer using recommended guidelines
- Reviewer will review both independent translations against source document
- Reviewer will produce reconciled version of the translation

Bilingual Committee Review of Reconciled Translation



- Committee includes translators, reviewer and bilingual members of Cultural Comparability Team
- Committee reviews document that includes source document, translation #1, translation #2 and reconciled translation
- Reviews document to make sure that reconciled version is appropriate, makes revisions as necessary
- Makes recommendations for “de-centering” the English version when necessary

Cognitive Testing



Objectives:

- Assess subjects' understanding of draft survey items
- Assess appropriateness of translation
- Assess whether subjects understand key concepts as intended
- Identify terms or items or response options that are problematic
- Findings are used to refine survey instrument

Readability Assessment



Objectives:

- Assess reading level of translated survey
- Assess appropriateness of reading level for target population
- Identify terms, items or response options that are at too high a reading level
- Findings are used to refine survey instrument and adjust reading level

2nd Committee Review



- Bilingual Committee meets again to review findings from cognitive interviews and readability assessment
- Revises survey as necessary
- Makes recommendations to “de-center” English when necessary
- Produces revised survey

Field Test



- Conduct field test of both English version and translated version of the instrument
- Field test designed to replicate the way in which the survey will ultimately be fielded
- Include a sample large enough to ensure one will have the power needed to conduct psychometric analysis

Psychometric Analysis of Field Test Data



- Analyze foreign language responses, English language responses, and compare them
- If possible, compare responses of bilinguals who completed survey in English to foreign language responses
- Findings used to refine both the English and translated versions of the instruments

Proposed CAHPS Guidelines for Selecting Translators and Translation Reviewers

Required Qualifications for Translators



- Native speaker of the target language
- Proficient in reading in the source language
- Demonstrated strong writing skills in the target language
- Work experience in the target language
- Prior professional experience translating and/or developing survey instruments for health services or social science research

Required Qualifications for Translation Reviewers



- Native speaker of the target language
- Proficient in reading in the source language
- Proficient in writing in the source language
- Demonstrated strong writing skills in the target language
- College degree or higher
- Familiarity with the US health care system
- Prior work experience in the health services area, or, participation in health services or social science research

Desirable Qualifications for Translators and Translation Reviewers



- Highest educational degree obtained in the target language
- At least five years living in the U.S. as an adult
- Professional/technical degree in a health-related discipline or experience in the health field in the target culture
- Professional work experience in the country of the target language
- Prior professional experience as a translator in any substantive area, preferably health-related
- Familiarity with regional variations in usage of the target language in the U.S. and relevant aspects of the target culture
- Certified as a professional translator

Now It's Your Turn!



Tell us about your experiences with translations and cultural adaptations.

Give us your opinions on our proposed approach to translation and the guidelines for selection of translators and reviewers.